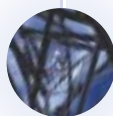# MapInfo® _MapinHand_™

THE WIRELESS FIELD ASSET MANAGEMENT SOLUTION

- ▸ NETWORK ALARM RESPONSE
- ▸ INFRASTRUCTURE REPAIRS, UPDATES
- ▸ CALL BEFORE YOU DIG
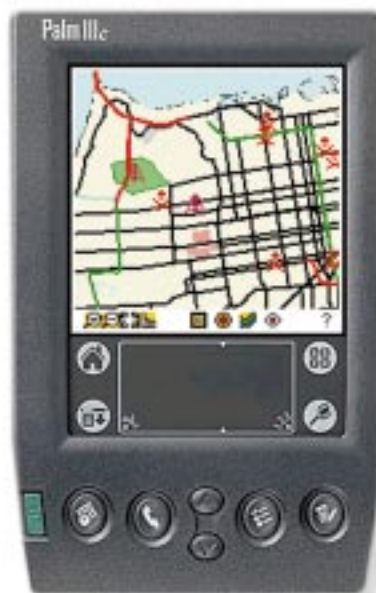- ▸ ONE STEP PROVISIONING

knowingwhere
is just the beginning™

Power for the Field Worker

IN TELECOMMUNICATIONS COMPANIES, MOBILE FIELD WORKERS are responsible for repairing telecommunications equipment and providing customer service. But if field workers are saddled with outdated printed reports and paper maps for their information, service can suffer significantly. Network problems can take longer to repair. Customers can churn.

MapInfo® MapinHand™ gives your field workers live, wireless access to important location-based information. Thanks to the convergence of Internet and wireless communication technologies—and MapInfo's new wireless spatial technology—workers on the move with Personal Digital Assistants (PDAs) can stay connected with central corporate databases.

Now all field workers can always have instant access to up-to-date information needed to plan and prioritize activities such as service installations, equipment repairs, and customer calls. Information that can lead to faster, more accurate decisions, helping to reduce operating costs, improve service, and increase profits from more satisfied customers.

Field workers have instant access to real-time location-based data to make better decisions and improve job performance.

Real time location information via the Wireless Internet

▶ **MOBILITY**—WORKERS ON THE MOVE CAN EASILY STAY CONNECTED TO THE CORPORATE DATABASE.

▶ **IMPROVED EFFICIENCY**—FIELD WORKERS CAN MAKE BETTER-INFORMED DECISIONS BY HAVING ACCURATE, UP-TO-DATE INFORMATION AT HAND. NO NEED TO RETURN TO THE OFFICE TO GET THE EXTRA INFORMATION FOR AN UNSCHEDULED EMERGENCY JOB.

▶ **UPDATED, ACCURATE DATABASES**—FIELD WORKERS CAN SEND UPDATED INFORMATION ON EQUIPMENT OR CUSTOMER STATUS TO THE CORPORATE DATABASE FROM THEIR PERSONAL DIGITAL ASSISTANTS.

▶ **MORE SATISFIED, LOYAL CUSTOMERS**—IMPROVED, FASTER PROBLEM RESOLUTION, BETTER CUSTOMER SERVICE AND MORE RELIABLE FIELD EQUIPMENT LEADS TO SATISFIED, LOYAL CUSTOMERS.

▶ **PACKAGED SOLUTION**—INCLUDES INSTALLATION AND CONFIGURATION OF THE SOLUTION ON THE CUSTOMER SITE. NO ADDITIONAL PROGRAMMING REQUIRED.

Packed with Features and Technology
Field Workers Need

MapinHand is designed specifically for the field worker with a PDA. It offers intuitive features to access, visualize and act upon real-time data from central corporate databases—the data workers need to make smart decisions. Plus, *MapinHand* is built using Java™ servlet technology and will run on any web server that supports servlets, offering multi-threaded scalability and flexibility for deploying to large contingents of field workers.

■ **ACCESS DATA**—Users access maps as well as attribute data such as customer or equipment information from their corporate databases, and save and work with it on their PDA in the field.

■ **QUERY DATA**—Click on a map feature in the view window and immediately access all relevant data for that feature, such as customer information, service call specifics, or equipment details.

■ **SAVE DATA**—Downloaded data can be saved on the PDA and used again, helping reduce requests to the server.

■ **FLEXIBLE MAPS**—Flexible map navigation and viewing tools allow users to zoom in out, re-center the map, and control the amount of detail displayed.

■ **FIND/SEARCH**—Save time by allowing field workers to input a job number, customer number, or place name and quickly get a map at that location.

■ **GEOCODE**—Input a partial address and it will be geocoded on the server. The field user can view a list of potential address matches and select the right match to quickly get a map display.

■ **CAPTURE AND UPLOAD DATA**—Update data in the field and upload it to the server instantly, ensuring the central database is always current.

Field Work
Made Easier, More Efficient

MapinHand is ideally suited for telecommunications network and service providers who have a large contingent of field workers that need access to real-time, centrally stored corporate data. Here's how field workers can use *MapinHand*:

■ **NETWORK ALARM RESPONSE**—Access severity and status of network alarms to prioritize repairs. By being able to see all network alarms in the local area, the field technician will have a clearer understanding of the extent of a problem and therefore it's possible cause.

■ **INFRASTRUCTURE REPAIRS**—Use *MapinHand* to identify and visualize the location of repairs, equipment, or property in the field.

■ **INFRASTRUCTURE UPDATES**—Update corporate databases on trouble tickets, repairs performed or service calls completed in the field.

■ **CALL-BEFORE-YOU-DIG**—Access, visualize, and update corporate data on underground infrastructure field to avoid costly cuts in lines.

■ **ONE-STEP PROVISIONING FROM THE FIELD**—Access centralized provisioning systems to save time and money.

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MapInfo powers location-based services for the wireless Internet, and delivers comprehensive spatial technology and data solutions that can be shared enterprise-wide for capital planning, marketing, engineering, operations and customer care.

Learn more about *MapinHand*. Call the MapInfo office near you, or visit **www.mapinfo.com/mapinhand**.

SPECIFICATIONS

CLIENT
- *Personal Digital Assistant (PDA) with Palm™ Computing 3.0 (or higher) or Windows® CE 2.0 (or higher) operating system.*
- *TCP/IP connection*

SERVER
- *A web server that supports servlets or servlet containers, such as Microsoft® Internet Information Server (IIS), Netscape® Enterprise Server (NES), and Apache with Tomcat.*
- *Java 2 Virtual Machine*

OPERATING SYSTEM
- *Compaq Tru64™ UNIX®*
- *Sun® Solaris 7*
- *Microsoft Windows NT® 4.0*

DATABASES SUPPORTED
- *Oracle 8i™*
- *MapInfo (TAB)*

MapInfo